

Management of Incident, Injury, Illness & Trauma

SHARE aims to ensure the safety and wellbeing of educators, children and visitors, within the service and on excursions, through proper care and attention in the event of an incident, injury, illness or trauma.

SHARE will endeavour to prevent the event of any incident, injury, illness and trauma occurring through best practice, implementation of all service policies and procedures, adhering to State and National Laws and risk assessment.

Should any of these occur despite prevention methods, the service will make every attempt to ensure sound management of the event to prevent any worsening of the situation and complete reports on each event that will be signed by the family of the child involved.

Family members or emergency contacts will be informed immediately where the incident, injury, illness or trauma is deemed serious and be reported to the NSW Regulatory Authority as per the National Law and Regulations.

PROCEDURE:

Enrolment Information

- Families are required to provide written consent for educators to seek medical attention for their child as part of the enrolment process. This consent will be recorded in the enrolment information. Families are also required to ensure the service has accurate and detailed information regarding anything that may impact on their health, safety and well-being while attending the service.
- Families will be required to supply details of their preferred doctor, dentist, health fund and Medicare details.
- Families will be required to supply two contact numbers in case of an emergency or accident.

Incident, injury or trauma to a child whilst in the service

- If a child, educator or visitor has an accident while at the centre, an educator who holds a first aid certificate will attend them too immediately.
- Anyone injured will be kept under adult supervision until they recover and an authorised person takes charge of them.
- In the case of a major incident, injury, illness or trauma at the service requiring **more than basic first aid**, the first aid attendant will:
- If a child, educator or visitor becomes ill or injured while at the service, an educator who holds a first-aid certificate will attend them to immediately.
- Anyone injured will be kept under adult supervision until they recover, or an authorised person takes charge of them.
- In the case of a major incident, injury, illness or trauma at the service requiring **more than basic first aid**, the first aid attendant will:
 - 1) Assess the injury, and decide whether the injured person needs to be attended to by a doctor or an ambulance called. The educator in charge or nominated supervisor will be advised of their decision.
 - 2) Attend to the injured person and apply first aid as required.
 - 3) Educators will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the infectious disease policy.
 - 4) Educators will stay with the child until suitable help arrives.
 - 5) The educators will try to make the child comfortable and reassure them and advise them that their families have been called.

- 6) If an ambulance is required and the child is taken to hospital, an educator will accompany the child and take the child's medical records with them (This may be different where the service is single staff model and then other arrangements will be made)
- 7) Complete a service incident report and provide to families to read and sign and a serious incident report for the regulatory authority within 24 hours or as soon as possible.

Another educator will:

- 1) If the injury is serious, the priority is to get immediate medical attention. Families or emergency contacts should be notified straight away where possible. If not possible, there should be no delay in organising proper medical treatment.
 - 2) Notify family or emergency contact person as soon as possible regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital). Every effort must be made not to cause panic and to provide **sensitive** detail regarding the extent of the injuries
 - 3) Ensure that all blood or bodily fluids are cleaned up safely.
 - 4) Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
 - 5) Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the child.
- Accidents which result in a serious incident, injury, illness and trauma to a child must be reported to:
 - The Family or emergency contact person
 - Regulatory Authority
 - Other life-threatening, traumatic injuries or the death of a child will also need to be reported to the;
 - ✓ The ambulance services
 - ✓ The police
 - ✓ The ambulance services
 - ✓ The police
 - ✓ Family or emergency contact person
 - ✓ Regulatory Authority
 - **SHARE** will notify the family or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person is deceased, therefore educators should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.
 - This information should be provided in a calm and extremely sensitive manner.
 - The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.
 - All other children should be removed away from the scene and if necessary parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

Death or Serious Injury to a child or educator out of hours

- Educators in the service must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.
- In the event of the death occurring out of service hours, a clear emergency procedure will be maintained for the other children at the service.
- If a child is the deceased, the Coordinator/Nominated Supervisor should make contact with the child's school to liaise with them regarding the school's response to the event.
- Confidentiality will be maintained at all times.

Reporting of Serious Incident, Injury and Trauma

- All serious incidents, injury, illness or trauma will be recorded within 24 hours of the event occurring. The child's family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
- The Nominated Supervisor is responsible for ensuring that, in the event of a serious incident, the regulatory authority is advised as well as the Approved Provider (e.g. Management Committee). If the nominated supervisor is on leave then this duty will fall to the Second in charge
- It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

How to decide if an injury, trauma or illness is a 'serious incident'?

- If the advice of a medical practitioner was sought or the child attended hospital in connection with the incident, injury, trauma or illness, then the incident is considered 'serious' and the regulatory authority must be notified.
- An incident, injury, trauma or illness will be regarded by the service as a 'serious incident' if more than basic first aid was needed to manage the incident, injury, trauma or illness and medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment.

Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to **SHARE** and to arrange prompt collection of children who are unwell. The care needs of a sick child are difficult to meet without dramatically reducing the general level of supervision of the other children, or risking other children's health.
- Where a child takes ill at **SHARE**, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if he/she:
 - Sleeps at unusual times, is lethargic.
 - Has a fever over 37.5 °.
 - Is crying constantly from discomfort.
 - Vomits or has diarrhoea.
 - Is in need of constant one to one care.
 - Has symptoms of an infectious disease.
- If a child is unwell at home, the family is not permitted to bring the child to the **SHARE**. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at **SHARE**.

- If a child becomes ill whilst at **SHARE**, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the **SHARE** promptly.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's family or other authorised adult takes them home.
- During a fever, natural methods will be employed to bring the child's temperature down until the family arrives or help is sought. Such methods include removing clothing as required, clear fluids given, tepid sponges administered.
- If a child's temperature is very high, cannot be brought down and their family cannot be contacted, if the situation becomes serious, the child will be taken to the doctor or an ambulance called.
- If a staff member becomes ill or develops symptoms at the centre they can return home if able or the Coordinator/Nominated Supervisor will organise for someone to take them home.
- The Coordinator/Nominated Supervisor will organise a suitable staff replacement as soon as possible.

Vacation Care:

An Educator will be selected as the designated First aid person when on excursion.

Any other Educator who has a child report to them disclosing an injury, illness, trauma, will send/take that child to the designated First Aid Educator.

The designated first aid Educator will assess the child/s injury and follow procedure (b) of the above Policy.

Anyone injured will be kept under adult supervision until they recover and can be sent back to the activity.

The designated first aid Educator will write up an incident report.

CONSIDERATIONS:

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Other Service policies/ documentation	Other

<p>S167, 174</p> <p>R12, 77, 81, 85, 86, 87, 88, 89, 90, 91, 97, 98, 99, 109, 161, 162, 175, 176, 177</p>	<p>Standards 2.1, 2.2, 3.1, 7.1</p> <p>Elements 2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.3, 3.1.2, 7.1.2</p>	<ul style="list-style-type: none"> - Acceptance and Refusal of Authorisations Policy - Enrolment and Orientation Policy - Medical Conditions and Administration of Medication Policy - Providing a Child Safe Environment Policy - Administration of First Aid Policy - Risk Assessment Policy - Governance and Management Policy - Child Protection Policy - Dealing with Infectious Diseases Policy - Emergency and Evacuation Policy 	<ul style="list-style-type: none"> - Work, Health and Safety Act 2011 - ACECQA “Frequently Asked Questions” - NSW Department of Health guidelines - Disability Discrimination Act 1975 - NSW Anti-discrimination Act 1977 - Staying Healthy in Child Care (5thEdition) - Parent Handbook - Staff Handbook - Enrolment records - Emergency procedures - Incident Report forms - Medication Records - Risk Assessments - Supervision Plans - Safety Checklists
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ENDORSEMENT BY THE SERVICE:

Approval date: Date for Review: